

**HIGH MEADOW UNIT OWNER
QUALITY AND SATISFACTION SURVEY**

November 19, 2010

SUMMARY

High Meadow conducted a research study among unit owners and residents in September 2010 on the quality of services and communication provided by the association Executive Boards and the Property Manager. Furthermore, the Boards wanted unit owners input and opinions on prioritizing monetary resources to accomplish needed large budget reserve projects the Boards had identified.

The results indicated unit owners wanted prompter responses to their requests for service. Moreover, some unit owners experienced requests that were never answered.

To improve communication service, the Boards and Property Manager agreed to be more diligent in providing prompt responses to requests. The response might not always be a complete answer, but the process to find a complete answer will be started. Specifically, they agreed to provide the first response within 24 hours of every request.

The survey showed that members like to use all three methods to contact the Property Manager and/or make requests: phone, email and the request form on the www.highmeadowhoa.com website. All three methods will continue to be open for use.

The survey also provided very useful guidance for the boards to use

- in planning priorities for financial resources to maintain the overall community infrastructure and amenities.
- in finding out how unit owners used the different amenities.
- in learning the unit owners opinions on whether the amounts budgeted for reserves and maintenance – and results produced by the

investment – were appropriate. The boards will use this information in forming plans and budgets for approval of the unit owners going forward.

- in improving overall communication to members on a regular basis. A new quarterly newsletter is planned and should start publishing soon.
- Other details you will see in the detailed tables and individual comments that follow.

In addition to many specific insights, the boards appreciate the strong response from members. This helps us to set future direction and operating priorities. We will refer to this study when making choices between alternative methods and budgets for taking care of our property.

Thank you to the unit owners who completed the research questionnaire. Your input was invaluable and we intend to use it to improve High Meadow going forward.

Steve Stuart

Kerri Pierz

For all the members of both boards.

INTRODUCTION

In August, 2010 the High Meadow Tax Board decided to conduct a survey among unit owners and residents on the quality of services and communication provided by the Executive Boards and the Property Manager. Furthermore, the Board wanted unit owners input and opinions on prioritizing monetary resources to accomplish needed large budget reserve projects the Board had identified.

The survey was distributed by hand to all unit addresses September 10, 2010 with a deadline for completion and return of September 24, 2010. Executive Board members were asked to not complete the survey, but at least one spouse completed it. All responses were anonymous.

The completion rate was very good. High Meadow is composed of 79 units; 64 townhouses and 15 carriage homes.

Total potential completions	79	
Less board members	10	
Less Rentals	6	
Less Vacant (Foreclosures, etc)	3	
Net potential completions	60	
Completed surveys	38	63.3%

(Several follow up reminders and emails were distributed to encourage completion.)

This report is survey results only. It does not include any qualitative opinion whether results are "good" or "bad" or what needs improvement. That action is up to the individual boards to take from this information.

The survey was a volunteer effort by Steve Stuart and Kerri Pierz with input from several board members. No outside source was used.

SUMMARY OF RESULTS

Qualitative Questions

The survey asked 12 qualitative questions to query "How are we doing?" in the categories of property conditions, services and communications. The result tabulation tables show full results for each question. This summary highlights results.

Respondents could select from five different answers to questions:

Extremely Dissatisfied

Dissatisfied

Neutral

Satisfied

Extremely Satisfied

The number of respondents who did not answer a question is shown as "No Answer" in the tabulations.

When viewing all 5 answers to the 12 qualitative questions, many questions had no clear trend whether the satisfaction level was satisfactory or not. In order to give clearer indications, a second tabulation combines answer results for

Extremely Dissatisfied and Dissatisfied

And

Satisfied and Extremely Satisfied

Combining the two answers gives a clearer, more definitive analysis.

Following are the results for each question category in descending order of satisfaction.

Category	Satisfied and Extremely Satisfied	Extremely Dissatisfied and Dissatisfied
Timeliness and quality of garbage and recycle removal	92.1%	2.6%
Timeliness and quality of landscaping and grass cutting	86.8%	5.2%
Landscaping condition surrounding your unit	60.6%	23.7%
Communication from the Tax Board	57.9%	26.4%
Timeliness and quality of snow removal	55.7%	15.8%
Process of submitting requests to the Property Manager or Boards	55.2%	15.8%
Work quality of maintenance performed on your unit	50.0%	13.1%
Communication from the Association Board	50.0%	31.6%
External conditions (wood, paint, walks) of your unit	47.4%	23.7%
Communication from the Property Manager	47.4%	18.5%
Property manager timeliness and accuracy of communications to specific requests	47.4%	18.5%
Timeliness of completing requested maintenance on your unit	39.5%	23.7%

FACILITIES USEAGE

Five facilities were listed requesting yes or no answers to usage and "how much "usage." No Answer" was also tabulated.

Facility	Yes	No
Pool	60.5%	39.5%
Tennis Courts	18.4%	76.3%
Basketball Court	7.9%	89.5%
Playground	26.4%	71.1%
Clubhouse	7.9%	81.6%
Open Space	31.6%	60.5%

Responses to "Approx how many times monthly" were too low to tabulate. A few respondents (3 or 4) reported "heavy use" of the pool. Most "Yes" responses reported usage of 1 to 3 times.

FINANCIAL

Four questions were asked concerning financial operation.

Want more information on budgets and spending before annual meetings	Yes 68.4%	No 26.3%	No Answer 5.3%	
Feel the amount budgeted for regular maintenance upkeep is	Too low 5.3%	Too high 10.5%	About right 73.7%	No Answer 10.5%
Feel an accurate and updated Reserve Study is important	Yes 76.3%	No 0.0%	Not Sure 21.1%	No Answer 2.6%
Feel the amount budgeted for reserves (large expense items like roofs, roadways, etc)	Too low 26.3%	Too high 2.6%	About right 50.0%	No Answer 21.1%

PROJECT PRIORITIZATION

Nine project areas needing work and funding were identified. The respondents indicated the most important .

Respondents could select from five different answers to questions:

Highest Priority

Higher Priority

Average Priority

Lower Priority

Lowest Priority

The number of respondents who did not answer a question is shown as "No Answer" in the tabulations.

When viewing all 5 answers to the qualitative questions, many questions had no clear trend on priority ranking. In order to give clearer indications, a second tabulation combines answer results for

Highest Priority and Higher Priority

and

Lower Priority and Lowest Priority

Combining the two answers gives a clearer, more definitive analysis.

Following are the results for each question category in descending order of priority.

Project Area	Highest Priority and Higher Priority	Lower Priority and Lowest Priority
Repair unit retaining walls	71.1%	5.3%
Improve landscaping	44.7%	18.5%
Repair/rebuild pond retaining wall	44.7%	18.4%
Make clubhouse handicap accessible	21.1%	52.7%

Trim and remove trees	18.4%	42.1%
Repair/refurnish street guard rails on lower Ledge wood	18.4%	42.1%
Tennis Court cracks and nets	15.8%	52.8%
Clubhouse clean, paint refurbish	15.8%	44.7%
Basketball Court resurface	10.5%	55.3%

ADDITIONAL FEEDBACK QUESTION

Would you like to receive regular quarterly newsletters from the Boards

- Yes 89.5%

The preferred methods for Boards and Property Manager to communicate to unit owners are

Mail 26.3%

Email 68.4%

The preferred methods of communicating requests for maintenance to the Property Manager are

Phone 36.8%

Web site Form 26.3%

Email 31.6%

Usage of the website is 81.6%

Registered for emails is 73.7%

Yes to a community wide, web site bulletin board for "tag sale" or open communications - 71.1%

Detailed member comments, board responses, tabulations and the survey questionnaire follow.

High Meadow Survey Detailed Answer Tabulations

Tabulations for each question are listed further below.

Starting immediately below are specific comments/questions and the boards' responses in italics.

Facilities Section Comments

Playground cleaning - too many spiders, webs all over equipment

Update the playground

New play equipment is needed. A sandbox would be appreciated

Playground has been powerwashed and painted. Broken swing replaced.

No change in equipment is planned.

Please volunteer to head up a group of user volunteers to clean up and prepare the equipment in the spring.

Better strainers at pool bottom

Pool area needs exterminator - lots bug, bees, dead frogs

The pool could be kept cleaner

I love the pool. Wish I could use it more

Would be nice to get rid of gravel around pool

The pool gets much leave fall off from the hill above. All users are responsible for helping keep the pool area clean.

We'll see if we can improve the gravel situation. We know it's difficult on feet.

Clubhouse refurbish is in order. Club house - paint & carpet

The plan for this will be addressed in the Reserve Study and Plan due out before year end.

Tennis net needs a tie down ring

Basketball hoop needs net. Tennis courts need to be re-done

Tennis court cleaning

Tennis courts are scheduled for maintenance. The first news letter will update you.

A gym would be nice - make us competitive with other condos

Building a new amenity like this is not in our Reserve Study and plans being worked on.

Gutters need to be evaluated - maybe gutter covers. Our deck needs painting

Gutter cleaning was reviewed at a recent association meeting. The decision reached was to stay with the twice yearly cleaning.

If your gutter overflows, please report it using the web "Request" form.

Open space - improve grass quality - eliminate mole tunnels

We are changing the fertilization plan for 2011 for better grass and weed control. We'll go after the moles too.

People should not be allowed to put a lot of "extra decorations" around their unit. Makes development look cheap.

Outside decorations are regulated. If you see something objectionable, please report it to the property manager.

Financial Section Comments

Lower costs with less landscapers

I cannot afford another increase

Concerned older residents cannot pay for services not provided now like insect spraying, driveways.

Both boards are very mindful of getting maintenance done economically.

a meaningful reserve is needed

High reserve is better than low

Complete reserve study and budget accordingly

Have no clue what is budgeted for reserves

what is status of reserve fund

The Reserve Study and Plan is being worked on and expected to complete before year end.

Projects too slow getting done

We agree. Especially getting the water running on Silvermine Road. All of it was outside our control.

General comments from 27 survey respondees

Greenfield takes too long to respond to phone messages - should be a better system - within 24 hours. They need to follow up
Communication from property manager is very poor - needs immediate attention
Better communications from Property management would be appreciated in regards to timeliness and completion of repairs
Need more follow up on requested work - outside unit and dead planting
Property home repairs too slow - promises made and not fulfilled.
More communication

Property manager is combative and dishonest. Does not respond to emergencies. Is impatient, disrespectful, rude. (More)
We met with the property manager on these topics. Both boards and the property manager will work to improve communications. Additionally, the property manager has committed to a response, but not necessarily a complete resolution, within 24 hours.

Driveway snow removal not acceptable (more detail - see survey)
Do not use heavy equipment damaging driveways
The same machine with chains will not be used on driveways going forward.

Clean gutters more often. Paint jobs are not high quality paint
See comments above about gutter cleaning.
The paint and quality used was that specified by the association. If the application on your unit appears faulty, please report it.

Remove a couple speed bumps. See Rivington in Danbury for they should be done
Too many speed bumps and too high
Lower the speed bumps. Thanks for the survey
Budget year 2011/2012, starts the second phase of road maintenance. The planned process requires the speed bump removals. As part of that project, we will review replacing them with lower - and possibly less frequent speed bumps.

Why can't we park on street at night? Why can't have dish on roof?
Street parking at night leads to abuse of multiple cars infringing on neighbors access.
Dishes are allowed if placed in specified ways. Talk to the property manager.
We may look into a master dish, located out of sight, that all unit owners can hook into.

Charter wiring from 80's is inadequate. We need master contract electrician at special rates for our work
Yes, the wiring from the 1980's is not good for "high def" signals. Charter can install a "booster" box inside to help offset this. Good idea. We will see what we can do about expanding this to multiple service categories.
Services like electricians, plumbing, air duct cleaning, appliance repairs, etc.

Pleasure to live here
Tax district outperforms Association Board - this study, first ever, reflects it
This is really a lovely place to live
Good job on no parking sign at Rt 133
Boards do a great job. Prop Mgr could be a little more timely with responses, follow ups and call backs.
Thanks.

As a unit owner not living here, notes from association in boxes is useless.
We plan a quarterly newsletter - sent by email and/or mail. We plan a quarterly newsletter - sent by email and/or mail.
Please sign up for email if you can. It saves money and insures you get all notices alerts etc in timely manner.

Gardens on Eastview need attention in spring. Replace white rocks with mulch like the rest of HM.
The association board will review this as part of the spring landscape plan.

Please understand many owners are single - cannot afford assessments and common charge increases
Both boards and the property manager work hard at keeping costs down.
The "reserves" were not funded adequately the past 5 years or so, which has led to the current assessments.

Still waiting to have a foundation crack fixed. Need quarterly statements on condo fees and taxes
Taxes will be going from a monthly to semi-annual payment next year. The property manager issues tax payment summaries.
Please use the web form to report your foundation crack describing it fully.

Need a functional email address for each board member and a statement what they do.

Board members do not specialize, or head up special committees.

The boards prefer all communication go through the property manager so requests can be managed properly.

Board members do receive copies of all requests completed from the website, and you are welcome to come to all meetings.

Question	Answer	Responses		Group Totals	Per Cent
		Number	Per Cent		
A PROPERTY CONDITIONS					
1	How would you rate the external conditions (paint/wood/walks) of your unit?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied Satisfied & Extremely Satisfied
		2 Dissatisfied	8	21.1%	
		3 Neutral	11	28.9%	
		4 Satisfied	16	42.1%	
		5 Extremely Satisfied	2	5.3%	
		No Answer	0	0.0%	
			38	100.0%	47.4%
2	How would you rate the landscaping condition surrounding your unit?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied Satisfied & Extremely Satisfied
		2 Dissatisfied	8	21.1%	
		3 Neutral	6	15.8%	
		4 Satisfied	18	47.4%	
		5 Extremely Satisfied	5	13.2%	
		No Answer	0	0.0%	
			38	100.0%	60.5%
3	If you requested any maintenance or repairs on your unit in the last 18 months, how would you rate the work quality that was performed?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied Satisfied & Extremely Satisfied
		2 Dissatisfied	4	10.5%	
		3 Neutral	9	23.7%	
		4 Satisfied	15	39.5%	
		5 Extremely Satisfied	4	10.5%	
		No Answer	5	13.2%	
			38	100.0%	50.0%
4	If you requested any maintenance or repairs on your unit in the last 18 months, how would you rate the timeliness of completing the request?	1 Extremely Dissatisfied	4	10.5%	Extremely Dissatisfied & Dissatisfied Satisfied & Extremely Satisfied
		2 Dissatisfied	5	13.2%	
		3 Neutral	7	18.4%	
		4 Satisfied	13	34.2%	
		5 Extremely Satisfied	2	5.3%	
		No Answer	7	18.4%	
			38	100.0%	39.5%

B SERVICES

5	How would you rate the timeliness and quality of snow removal?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied	15.8%
		2 Dissatisfied	5	13.2%		
		3 Neutral	6	15.8%		
		4 Satisfied	11	28.9%	Satisfied & Extremely Satisfied	65.8%
		5 Extremely Satisfied	14	36.8%		
		No Answer	1	2.6%		
			38	100.0%		

6	How would you rate the timeliness and quality of garbage & recycling removal?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied	2.6%
		2 Dissatisfied	0	0.0%		
		3 Neutral	1	2.6%		
		4 Satisfied	16	42.1%	Satisfied & Extremely Satisfied	92.1%
		5 Extremely Satisfied	19	50.0%		
		No Answer	1	2.6%		
			38	100.0%		

7	How would you rate the timeliness and quality of landscaping & grass cutting?	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied	5.3%
		2 Dissatisfied	1	2.6%		
		3 Neutral	2	5.3%		
		4 Satisfied	19	50.0%	Satisfied & Extremely Satisfied	86.8%
		5 Extremely Satisfied	14	36.8%		
		No Answer	1	2.6%		
			38	100.0%		

C COMMUNICATION

8	How satisfied are you with the communication you receive from the High Meadow Association Board?	1 Extremely Dissatisfied	2	5.3%	Extremely Dissatisfied & Dissatisfied	31.6%
		2 Dissatisfied	10	26.3%		
		3 Neutral	7	18.4%		
		4 Satisfied	16	42.1%	Satisfied & Extremely Satisfied	50.0%
		5 Extremely Satisfied	3	7.9%		
		No Answer	0	0.0%		
			38	100.0%		

9	How satisfied are you with the communication you receive from the High Meadow Tax District Board?	1 Extremely Dissatisfied	2	5.3%	Extremely Dissatisfied & Dissatisfied	26.3%
		2 Dissatisfied	8	21.1%		
		3 Neutral	6	15.8%		
		4 Satisfied	17	44.7%	Satisfied & Extremely Satisfied	57.9%
		5 Extremely Satisfied	5	13.2%		
		No Answer	0	0.0%		

		38	100.0%		
10	How satisfied are you with the communication you receive from the Property Manager?				
	1 Extremely Dissatisfied	2	5.3%	Extremely Dissatisfied & Dissatisfied	18.4%
	2 Dissatisfied	5	13.2%		
	3 Neutral	8	21.1%	Satisfied & Extremely Satisfied	60.5%
	4 Satisfied	22	57.9%		
	5 Extremely Satisfied	1	2.6%		
	No Answer	0	0.0%		
		38	100.0%		

11	How would you rate the timeliness and accuracy of communications from the Property Manager if you requested something the last 18 months?				
	1 Extremely Dissatisfied	2	5.3%	Extremely Dissatisfied & Dissatisfied	18.4%
	2 Dissatisfied	5	13.2%		
	3 Neutral	10	26.3%	Satisfied & Extremely Satisfied	47.4%
	4 Satisfied	15	39.5%		
	5 Extremely Satisfied	3	7.9%		
	No Answer	3	7.9%		
		38	100.0%		

12	How satisfied are you with the process for submitting a request to the Property Manager or Boards?				
	1 Extremely Dissatisfied	1	2.6%	Extremely Dissatisfied & Dissatisfied	15.8%
	2 Dissatisfied	5	13.2%		
	3 Neutral	9	23.7%	Satisfied & Extremely Satisfied	55.3%
	4 Satisfied	17	44.7%		
	5 Extremely Satisfied	4	10.5%		
	No Answer	2	5.3%		
		38	100.0%		

D FACILITIES

Have you used any of the listed facilities in the past year (Sept 2009 – Aug 2010)?

Pool	Yes	23	60.5%
	No	15	39.5%
	No Answer	0	0.0%
		38	100.0%

Tennis courts	Yes	7	18.4%
	No	29	76.3%
	No Answer	2	5.3%
		38	100.0%

Basketball court	Yes	3	7.9%
	No	34	89.5%
	No Answer	1	2.6%
		38	100.0%

Playground	Yes	10	26.3%
	No	27	71.1%
	No Answer	1	2.6%
		38	100.0%
Clubhouse	Yes	3	7.9%
	No	31	81.6%
	No Answer	4	10.5%
		38	100.0%
Open Space	Yes	12	31.6%
	No	23	60.5%
	No Answer	3	7.9%
		38	100.0%

E FINANCIAL

1. Do you want more information on budgets and spending before the annual meetings?

Yes	26	68.4%
No	10	26.3%
No Answer	2	5.3%
	38	100.0%

2. Do you feel the amount budgeted for regular maintenance upkeep is:

Too Low	2	5.3%
Too High	4	10.5%
About Right	28	73.7%
No Answer	4	10.5%
	38	100.0%

3. Do you feel an accurate and updated Reserve Study is important?

Yes	29	76.3%
No	0	0.0%
Not Sure	8	21.1%
No Answer	1	2.6%
	38	100.0%

4. Do you feel the amount budgeted for reserves (large expense items like roofs, roadways, infrastructure) is:

Too Low	10	26.3%
Too High	1	2.6%
About Right	19	50.0%
No Answer	8	21.1%
	38	100.0%

F PROJECT PRIORITIZATION

Below are project areas for repair/renewal. Please assign each of the following projects a priority ranking from 1 Highest to 5 Lowest

Tennis Court cracks and nets	1 Highest Priority	2	5.3%	Highest & Higher Priority	15.8%
	2 Higher Priority	4	10.5%		
	3 Average Priority	6	15.8%		
	4 Lower Priority	4	10.5%	Lowest & Lower Priority	52.6%
	5 Lowest Priority	16	42.1%		
	No Answer	6	15.8%		
	38	100.0%			

Basketball Court resurface	1 Highest Priority	0	0.0%	Highest & Higher Priority	10.5%
	2 Higher Priority	4	10.5%		
	3 Average Priority	7	18.4%		
	4 Lower Priority	3	7.9%	Lowest & Lower Priority	55.3%
	5 Lowest Priority	18	47.4%		
	No Answer	6	15.8%		
		38	100.0%		
Make Clubhouse Bathroom handicap accessible	1 Highest Priority	5	13.2%	Highest & Higher Priority	21.1%
	2 Higher Priority	3	7.9%		
	3 Average Priority	5	13.2%		
	4 Lower Priority	8	21.1%	Lowest & Lower Priority	52.6%
	5 Lowest Priority	12	31.6%		
	No Answer	5	13.2%		
		38	100.0%		
Clubhouse clean, paint refurbish	1 Highest Priority	2	5.3%	Highest & Higher Priority	15.8%
	2 Higher Priority	4	10.5%		
	3 Average Priority	11	28.9%		
	4 Lower Priority	10	26.3%	Lowest & Lower Priority	44.7%
	5 Lowest Priority	7	18.4%		
	No Answer	4	10.5%		
		38	100.0%		
Trim and Remove Trees	1 Highest Priority	3	7.9%	Highest & Higher Priority	18.4%
	2 Higher Priority	4	10.5%		
	3 Average Priority	11	28.9%		
	4 Lower Priority	10	26.3%	Lowest & Lower Priority	42.1%
	5 Lowest Priority	6	15.8%		
	No Answer	4	10.5%		
		38	100.0%		
Repair / refurbish street guard rails on Ledgewood near Eastview	1 Highest Priority	2	5.3%	Highest & Higher Priority	21.1%
	2 Higher Priority	6	15.8%		
	3 Average Priority	7	18.4%		
	4 Lower Priority	7	18.4%	Lowest & Lower Priority	39.5%
	5 Lowest Priority	8	21.1%		
	No Answer	8	21.1%		
		38	100.0%		
Improve landscaping	1 Highest Priority	10	26.3%	Highest & Higher Priority	44.7%
	2 Higher Priority	7	18.4%		
	3 Average Priority	9	23.7%		
	4 Lower Priority	2	5.3%	Lowest & Lower Priority	18.4%
	5 Lowest Priority	5	13.2%		
	No Answer	5	13.2%		
		38	100.0%		
Repair unit retaining walls	1 Highest Priority	19	50.0%	Highest & Higher Priority	71.1%
	2 Higher Priority	8	21.1%		
	3 Average Priority	4	10.5%		
	4 Lower Priority	2	5.3%	Lowest & Lower Priority	5.3%
	5 Lowest Priority	0	0.0%		
	No Answer	5	13.2%		
		38	100.0%		

Repair/rebuild pond retaining wall	1 Highest Priority	6	15.8%	Highest & Higher Priority	44.7%
	2 Higher Priority	11	28.9%		
	3 Average Priority	8	21.1%		
	4 Lower Priority	4	10.5%	Lowest & Lower Priority	18.4%
	5 Lowest Priority	3	7.9%		
	No Answer	6	15.8%		
		38	100.0%		

Others filled in	Rank	Response Count
Repair 39-45 Ledgewood septic problem - hook into town sewer	1	1
Eliminate crab grass and weeds in lawns		
Repair porches	2	1
Spray outdoor pests	1	1
Spray for bees and ants	1	1
Driveways	1	2
Repair, replace, paint decks	1	1
Redo mailbox stand at end of Ledgewood to be like others	1	1
Repair roads	1	1
Gutters	1	1
Mailboxes	1	1

G ADDITIONAL FEEDBACK

Would you like to receive regular communications (e.g., quarterly newsletter) from the Boards?			
Yes	34	89.5%	
No	2	5.3%	
No Answer	1	2.6%	
	37	97.4%	

What is your preferred method for the Property Manager and Boards to communicate with you regarding regular updates and non-urgent issues?			
Mail	10	26.3%	
Email	26	68.4%	
Both checked	1	2.6%	
No Answer	0	0.0%	
	37	97.4%	

What is your preferred method of communicating requests for maintenance and repair issues to the Property Manager?			
Phone	14	36.8%	
Web site Form	10	26.3%	
Email	12	31.6%	
No Answer	1	2.6%	
	37	97.4%	

Have you visited our website (www.highmeadowhoa.com) in the last year?			
Yes	31	81.6%	
No	4	10.5%	
Unaware of website	2	5.3%	
No Answer	0	0.0%	
	37	97.4%	

Are you registered on the website to receive emails?	Yes	28	73.7%
	No	8	21.1%
	No Answer	1	2.6%
		37	97.4%

Would you like to see a community wide open bulletin board on the web site for "Tag sale" listings or other open communications?	Yes	27	71.1%
	No	4	10.5%
	Not Sure	5	13.2%
	No Answer	1	2.6%
		37	97.4%

End of survey

High Meadow Condominium
Quality & Satisfaction Survey 2010

Dear Member,

Late this summer the HM Tax Board decided to undertake a survey among unit owners and residents on the quality of services and communication provided to members. We also wanted owner's opinions on "priorities" of necessary projects to help guide us on allocating resources.

All answers are anonymous, so please be open and frank in your answers. We hope to have 100% participation, so please do complete the survey and soon. Surveys must be returned by September 24. Feel free to call me if you have any questions.

Return your survey by placing it in the paper box under my mailbox at 4 LedgeWood.

Thanks,

Steve Stuart
(203) 740 - 0109
4 LedgeWood Dr
High Meadow Tax Board

Please complete this survey by rating certain aspects using the scale provided, and by making comments and suggestions throughout.

PROPERTY CONDITION, SERVICES, COMMUNICATION

Please respond to the following questions using the rating scale provided.

1=Extremely Dissatisfied 2=Dissatisfied 3=Neutral 4=Satisfied 5=Extremely Satisfied

SURVEY QUESTION	RATING (Circle One)				
A - PROPERTY CONDITIONS					
1. How would you rate the external conditions (paint/wood/walks) of your unit?	1	2	3	4	5
2. How would you rate the landscaping condition surrounding your unit?	1	2	3	4	5
3. If you requested any maintenance or repairs on your unit in the last 18 months, how would you rate the work quality that was performed?	1	2	3	4	5
4. If you requested any maintenance or repairs on your unit in the last 18 months, how would you rate the timeliness of completing the request?	1	2	3	4	5
B - SERVICES					
5. How would you rate the timeliness and quality of snow removal?	1	2	3	4	5
6. How would you rate the timeliness and quality of garbage & recycling removal?	1	2	3	4	5
7. How would you rate the timeliness and quality of landscaping & grass cutting?	1	2	3	4	5
C - COMMUNICATION					
8. How satisfied are you with the communication you receive from the High Meadow Association Board?	1	2	3	4	5
9. How satisfied are you with the communication you receive from the High Meadow Tax District Board?	1	2	3	4	5
10. How satisfied are you with the communication you receive from the Property Manager?	1	2	3	4	5
11. How would you rate the timeliness and accuracy of communications from the Property Manager if you requested something the last 18months?	1	2	3	4	5
12. How satisfied are you with the process for submitting a request to the Property Manager or Boards?	1	2	3	4	5

D - FACILITIES

Have you used any of the listed facilities in the past year (Sept 2009 – Aug 2010)?

Facility	Yes	No	Approx how many times monthly?
Pool			
Tennis courts			
Basketball court			
Playground			
Clubhouse			
Open Space			

Please describe suggested improvements to the High Meadow facilities listed above:

E - FINANCIAL

1. Do you want more information on budgets and spending before the annual meetings?

No Yes Comments: _____

2. Do you feel the amount budgeted for regular maintenance upkeep is:

Too low Too high About right Comments _____

3. Do you feel an accurate and updated Reserve Study is important? Yes No

Not Sure Comments: _____

4. Do you feel the amount budgeted for reserves (large expense items like roofs, roadways, infrastructure) is:

Too low Too high About right Comments _____

F - PROJECT PRIORITIZATION

Below are project areas for repair/renewal. **Please assign each of the following projects a priority ranking from 1 to 5 (1=Highest Priority, 5=Lowest Priority)**

Project	Rank	Project	Rank
Tennis Court cracks and nets		Repair unit retaining walls	
Basketball Court resurface		Repair/rebuild pond retaining wall	
Make Clubhouse Bathroom handicap accessible		Other – (list below)	
Clubhouse clean, paint refurbish			
Trim and Remove Trees			
Repair / refurbish street guard rails on Ledgewood near Eastview			
Improve landscaping			

G - ADDITIONAL FEEDBACK

- Would you like to receive regular communications (e.g., quarterly newsletter) from the Boards?
 Yes No
- What is your preferred method for the Property Manager and Boards to communicate with you regarding regular updates and non-urgent issues?
 Mail Email
- What is your preferred method of communicating requests for maintenance and repair issues to the Property Manager?
 Phone Web site form Email
- Have you visited our website (www.highmeadowhoa.com) in the last year?
 Yes No Unaware of website
- Are you registered on the website to receive emails?
 Yes No

Would you like to see a community wide open bulletin board on the web site for "Tag sale" listings or other open communications? Yes No Not sure

- Additional content or capabilities you would like to see added to the website:

Please provide any additional comments, questions or suggestions you have about the quality of services provided by the Association and Tax District Boards, the Property Manager, maintenance, or any other issues below:

Please return the form as soon as possible and no later than 9/24/2010!

Thank You!